

Procedure for Forms

Financial & Administrative Unit

Forms	Processing Period	Status Notification	How CIOB Receive Forms				Comment
			Mail	Hand Deliver	Fax	Email	
Provider File Adjustment Request (PFAR)	up to 2 weeks from date of receipt	PFAR Tracking Log	X	X	X		Original signatures required from sender. Original should be mailed or hand delivered. Faxed copies accepted only if corrections to the original are required.
Provider File Update (PFU) and Legal Entity File Update (LFU)	up to 2 weeks from date of receipt	PFAR Tracking Log	X	X	X	X	
Return Request for Certification	up to 3 days from date of receipt	PFAR Tracking Log	X	X			Program Review requires an acceptance signature from CIOB.
Contracts & Amendments	up to 2 weeks from date of receipt	N/A	X	X			
Rate Summary	up to 3 days from date of receipt	IS Rate Tables	X	X			Original signatures required from sender.

Procedure When Submitting Forms from Fee-For-Service

Forms	Processing Period	Status Notification	How CIOB Receive Forms				Comment
			Mail	Hand Deliver	Fax	Email	
Electronic Trading Partner Agreement	Two processing period: Turn around time to log in EDI tracking system is 2-3 days from date of receipt. However, turn around time for complete processing from EDI group is 3 days from date of receipt from EAD Provider Maintenance & System Access Unit.	Via email or phone	X	X			Original signature is required, therefore, form must be mailed or hand delivered directly to CIOB. Originally, all EDI forms are sent to EAD-Provider Maintenance & System Access Unit to log in EDI tracking system. Then, after logging, it is forwarded to DWRD-Data Integration Unit for processing and completion.
Trading Partner Agent Authorization Agreement	Turn around time to log in EDI tracking system is 2-3 days from date of receipt. However, turn around time for complete processing from EDI group is 3 days from date of receipt after logged in EDI tracking system by EAD Provider Maintenance &	Via email or phone	X	X	X		Original preferred for new submission. Form may be faxed first to EDI Group at EDI Unit Fax # : 213-252-8744 DWRD – so it can be processed ASAP; while waiting for the original.

	System Access Unit.						
Procedure When Submitting Forms from Fee-For-Service							
Forms	Processing Period	Status Notification	How CIOB Receive Forms				Comment
			Mail	Hand Deliver	Fax	Email	
Trading Partner Or Agent Digital Certification Request Form	Turn around time to log in EDI tracking system is 2-3 days from date of receipt. However, turn around time for complete processing from EDI group is 3 weeks from date of receipt after logged in EDI tracking system by EAD Provider Maintenance & System Access Unit.	Via email and phone follow-up	X	X	X		Original preferred for new submission. Form may be faxed first to EDI Group at EDI Unit Fax # : 213-252-8744 DWRD – so it can be processed ASAP; while waiting for the original.
Direct Data Entry/Electronic Data Interchange Selection and General Requirements Agreement	Turn around time to log in EDI tracking system is 2-3 days from date of receipt. However, turn around time for complete processing from EDI group is 3 days from receipt after logged in EDI tracking system by EAD Provider Maintenance & System Access Unit.	Via email and phone follow-up	X	X			Original signatures required from sender.
Direct Data Entry/Electronic Data Interchange Selection Agreement Form	Turn around time to log in EDI tracking system is 2-3 days from date of receipt. However, turn around time for complete processing from EDI group is 3 days from receipt after logged in EDI tracking system by EAD Provider Maintenance & System Access Unit.	Via email and phone follow-up	X	X			Original signatures required from sender.
EDI/SFT Test File Transaction Form (Upload Submission Notification in Testing only)	The date of receipt, (for filing only)	EDI Sender Database Tracking Log			X		Original is not necessary.
EDI/SFT Submission Incidental Report (Upload Issue form)	The date of receipt, (for filing only)	EDI Sender Database Tracking Log			X		Original is not necessary.
IS Access Registration Forms: 5 forms required (Applications Access Form, *Confidentiality Oath*	4-6 weeks from date of receipt.	User's confidential logon packet is sent to contact person	X	X			Original signatures required from sender. Provider must keep the *Confidentiality Oath* on file.

Downey Data Center Registration for Contractor/Vendor and the Agreement and Acceptable Use and Confidentiality Policy, Individuals Authorized to Sign CIOB Form)							
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Procedure When Submitting Forms from Fee-For-Service

Forms	Processing Period	Status Notification	How CIOB Receive Forms				Comment
			Mail	Hand Deliver	Fax	Email	
Rendering Provider Form	Turn around time is 3 days from date of receipt.	Provider are notified via phone	X	X			Original signatures required from sender.

Software Implementation & Support

Forms	Processing Period	Status Notification	How CIOB Receive Forms				Comment
			Mail	Hand Deliver	Fax	Email	
Deletion of Services from MHMIS	Turn around time is estimated at 1 to 4 weeks from date of receipt.	N/A	X				Original signatures required from sender. The attached form (Request to delete Units of Service in MHMIS) must be completed for requesting deletions of service records that have been entered into the MHMIS. A copy of the service record(s) must accompany the form. Contractors & DHS Providers: The form(s) must be signed by the Chief Executive Officer, Chief Administrative Officer, Chief Financial Officer, or the Clinical Director. Directly Operated Providers: The form(s) must be signed by the District Chief or Program Head. We no longer accept forms signed by individuals other than those identified. The form(s) along with a copy (copies) of the MHMIS unit of service record (Screen shot of the UOFS) must be forwarded to the authorized DMH administrative staff. The authorized staff will forward the form(s) and copy (copies) to the CIOB for processing. Faxes are not accepted. The deletion process should be done

							monthly or as soon as possible. Providers should not delay deletion requests.
Admit Date Changes on Episodes in MHMIS		N/A					
RECOMMENDATION : Hand Delivered Forms – are brought directly to the 8th floor security officer. Security will locate unit designee via phone for pick-up. Mailed Forms - are retrieved by ONE designated staff from each unit. Forms are logged and distributed to the appropriate processing staff. Faxed & Emailed Forms - are retrieved by individual staff responsible for requesting them.							
System Access & Provider Maintenance Unit							
Forms	Processing Period	Status Notification	How CIOB Receive Forms				Comment
			Mail	Hand Deliver	Fax	Email	
Applications Access Form Confidentiality Oath Downey Data Center Registration Form (County & Contractor) AUP (Agreement for Acceptable Use and Confidentiality Policy)	4 to 6 weeks from date of receipt	User's confidential logon packet is sent to Contact Person	X				Original signatures required. Authorized Manager/Designee signature must be on file.
Rendering Provider Form Rendering Provider Form Attachment	3 to 4 weeks from date of receipt	Confirmation memo is sent to Contact Person	X		*		*Faxes are accepted ONLY for Physicians/Clinicians with prescription writing ability. Fax to:(213) 252-8743
DMH SecurID Card Request for E-Mail Access (OWA)							
Downey Data Center Registration Form (County) AUP (Agreement for Acceptable Use and Confidentiality Policy)	4 to 6 weeks from date of receipt	SecurID Card, and Instructions mailed to User	X				Downey Data Center Form must be approved by Mile Yokota prior to submission to CIOB/System Access
FORMS AVAILABILITY							
All forms with instructions are posted on DMH website under the HIPAA and Form Tabs.							
RECOMMENDATION EMAIL: is not an option. Hand Deliver: 8 th Floor Mail Room. Fax Forms: Contact person must notify System Access via HEAT ticket prior to faxing a rendering provider (with prescription writing ability) form. NO OTHER FAXES ARE PROCESSED. Mail Forms To: LA County Dept. of Mental Health, CIOB/IS – System Access, 695 South Vermont Ave., Los Angeles, CA 90005							